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**REPORT
ON RESULTS OF MONITORING VISIT
OF UKRAINIAN HELSINKI HUMAN RIGHTS UNION
“Availability of humanitarian aid to IDPs”**

SCOPE OF WORK WITHIN THE MONITORING VISIT:

Purpose of the visit: collecting information as for availability of the humanitarian aid to internally displaced persons (IDPs) and other vulnerable groups.

Location of the visit: Kramatorsk, Donetsk oblast.

Dates of the visit: 21-26 March 2016.

Membership of the group:

- XXXXX1,
- XXXXX2,
- XXXXX3.

Main objectives: to collect information from the representatives of civil organizations, local authorities and volunteers who coordinate distribution humanitarian aid among the residents in need, along with from IDPs themselves.

Methods: interview, survey.

VISIT DESCRIPTION:

Staying in the east of Ukraine in close vicinity to the ATO zone allowed revealing a number of urgent problems regarding the access to humanitarian aid for people who are in need. During the visit to Kramatorsk a number of meetings were held with heads of civic organizations and volunteers, who provide humanitarian aid, as well as with internally displaced persons (IDPs) who will receive it.

Date, place and time: 21 March 2016, Kramatorsk, 18:00-19:00

Monitors: XXXXX1, XXXXX2, XXXXX3

Respondent: Igor Stokoz, Deputy Head of Donetsk State Administration for Humanitarian Issues (contacts: ZZZZZ)

The respondent said that there are problems with inventory accounting and elimination of buildings, located on the frontier line. There are difficulties in obtaining social payments for the residents of Zhovanka village, situated in the liberated territory of Ukraine, but subordinate to Horlivka. Its attachment to the Bakhmut district has been initiated.

Several organizations work in so-called "grey zone", in particular People in Need, UNDP, Caritas, Shelter, World Food Programme, Mercy Corps, and International Organization for Migration. There is no humanitarian catastrophe. There is an excessive supply of humanitarian aid in the "grey zone", whereas the districts, remote from the separation line, are out of the picture. Either the cross-section

of needs and supply of humanitarian aid are performed by the representatives of organizations, or they receive the information and statistics from social protection services.



Interview with Mr. Stokoz

The respondent stated the following facts of selling humanitarian aid – some residents of a house in the village of Nikolaevka, which had been ruined and then was restored using the state budget, have removed and sold doors, bath and toilet equipment from their apartments. After that they reported a theft. It is impossible to put the house into operation, because the residents demand that new doors and bath/toilet equipment be replaced. There were some facts of selling humanitarian aid in the village of Hranitne with implication of the head of the village council.

Respondent: Olexander Voroshkov, counselor in IDPs issues, coordinator of SOS-Kramatorsk organization (contacts: ZZZZZ).

The respondent stated that now the organization mostly works as a partner of international organizations: UNICEF – in Donetsk and Luhansk regions, UNHCR – in Kramatorsk, Druzhkivka, Sloviansk, Bakhmut (former Artemivsk), Velyke Dobropillia, Velykyi Krasnoarmiysk. Some organizations use their bases.



Conversation with Mr. Voroshkov

Talking about the distribution of humanitarian aid, the respondent stated that it comes only to the places which are known "by ear". The aid is not brought to the villages that nobody has heard of, located at the distance of 15 km. However, these are the very villages with elderly and people, limited in their mobility, who need help. In the respondent's opinion, large cities have excess of humanitarian aid. There should be a more reasonable logistics of aid distribution.

As for preventing the work of organization in the "grey zone", he made a remark that the forwarding agent was subject to threats and moral pressure on the checkpoints of the Armed Forces of Ukraine (AFU), regardless of the warning to the Civil-Military Cooperation about the circumstances of delivering humanitarian aid, the activity of which covers the coordination and interaction with executive bodies, local authorities, civic unions, organizations, and citizens in the areas of stationing of military regiments and divisions of AFU.

Date, place and time: 22 March 2016, Kramatorsk, 10:00-12.00

Monitors: XXXXX2, XXXXX3

The communication with volunteers of Civil Organization "SOS-Kramatorsk" XXXXX (left Horlivka, where she was a teacher of the Ukrainian language) and XXXXX (left Donetsk, as she is married to a man, who is the relative of the staff member of one of Ukrainian governmental agencies) yielded the following information:



*Location of CO "SOS-Kramatorsk":
9 Mayakovskoho Str.*

- As of the time of conversation, there were about 70 thousand of IDPs registered in Kramatorsk, and this figure is constantly fluctuating towards the increase. The volunteers made this conclusion based on the numbers of certificates, issued to IDPs who come for help.
- At the same time, the volunteers have no doubt that the majority of IDPs, who receive help, actually live in the occupied territory of Ukraine. As for the actual number of people, who live in Kramatorsk permanently, there are not more than 10 thousand people.
- In 2015 the volunteers distributed food products, in February – bed linen, underwear, in May-June – iron dishware, in August-September – folding beds, at the end of December – blankets, coats, thermal underwear, bags, etc.
- There have been no threats to the volunteers related to their activity, so they do not consider their work to be dangerous.
- One of the main problems is the absence of working places, especially for young people with no children. It is also true regarding middle-aged people who do not have any right to pension, but they have experience of working in a certain sphere (usually related to working in mines or in heavy industry).
- The problem of taking advantage of the aid arose due to the fact that the population with the right to receiving humanitarian aid is reluctant to get employed (as being unemployed they are entitled to more "indirect" benefit). They are not trying to move to central or western districts of the country in search for a job or to change the profile of their profession. In addition, such individuals often exchange the humanitarian aid, which they have received, for other things. For instance, the certificates of the Brusnychka shopping network were distributed in such a way that certain items (alcohol, tobacco, etc.) were blocked. However, being present in the shop, IDPs suggested other

buyers exchanging purchases with them, i.e. the latter bought alcohol, while IDPs bought required food products according to their cards.

- Actually state authorities do not help IDPs at all, and usually the social protection services just redirect people to humanitarian organizations.
- During the conversation with the volunteers (which lasted for about one hour) three IDPs came to the office, rented by the civic organization.
- It is noteworthy that the premises, used by volunteers, are very small, narrow and inconvenient to work with people. It is suitable neither for the work with citizens nor for the work of the very volunteers.

Time: 12:00-14:00

Three individuals work at the storage of the CO “SOS-Kramatorsk”, located at 8 Mayakovskoho Str., which the volunteers rent free of charge in the Christian church (except for paying for the public utilities), all three being internally displaced persons. Three volunteers were present at the moment of the meeting and conversation in the storage. They were also eager to communicate with the monitors and felt no discomfort. The volunteers explained that there has been less aid recently, although they do receive it from time to time. All things and food products are distributed according to the list, which was compiled by them independently. In addition, IDPs often call the “hotline” and come personally to the storage to find out about “new batches”.

During the conversation (for about two hours) there actually were some telephone calls and people's visits to the storage of things. Usually they were asking about children's things – clothes, diapers, along with seasonal clothes for adults. In addition, the volunteers confirmed the fact that a certain category of citizens is registered with many, if not all, the civil organizations and charitable foundations. They are informed about all the news regarding to any distribution and organization of aid, regular batches and grounds for receiving the aid.



The picture of the storage of CO “SOS-Kramatorsk”, located at 8 Mayakovskoho Str.

Date and place: 23 March 2016, Kramatorsk

Monitors: XXXXX2, XXXXX3

Respondent: XXX, XXX at CO “Country for Free People” (cell ZZZZZ).

On March 23, 2016 there was a monitoring visit to CO “Country for Free People”, located at 20 Transportna Str.

Besides this civic organization, the two-storey house also hosts the point of humanitarian aid distribution and a compact settlement of IDPs, cared for by the mentioned CO. As of the time of the meeting, about 40 people were living in the house, including 25 children. The staying of IDPs in the mentioned house was possible due to its free of charge rent from the Christian church. The representative of organization told that people usually stay there for 2-3 months. As for their receiving the aid, it is distributed according to the lists (the next large batch of humanitarian aid was expected on March 28, 2016).

During the conversation XXX said that they actually received a lot of aid at the beginning of liberation of the city from occupation. At present there is a considerable reduction, and major arising issue is receiving the medicine. Medical aid in the form of medical preparations is needed constantly, especially for the elderly, who cannot provide for themselves.

In addition, there is a problem of local residents who do not have the right to aid, but after paying for public utilities they face the problem of not having money for their living. There was also confirmation of the problem of absence of working places in the city and problem of "humanitarian needle". People often come to the point of aid distribution just to "update" their stock of clothes. Besides, they take some things beyond their necessity with the purpose of sending them to relatives and acquaintances in the occupied territories (or to sell – in the worst case). There was also the issue with the cards of "Brusnychka" shopping network, which was shared by the volunteers of SOS-Kramatorsk.

As for the safety of work, the volunteers, working at one place, usually do not have any problem with it. At the same time, the representatives of the named organization had problems while bringing the aid to the residents of the "grey zone". At the end of 2015 the members of AFU stopped a vehicle with humanitarian aid in a rude and impertinent way, and regardless of the fact that the make of vehicle, its plate number, surnames of the driver and volunteers had preliminary been coordinated, they kept CO representatives in AFU stationing for a long time, having unlawfully inspected the load and not giving them any possibility to call. On the other hand, knowing that some children live in the settlement, several times military men brought them some sweets.

Date and place: 24 March 2016, village of Novhorodske

On March 24 the trip to the village of Novhorodske (Dzerzhynsk district), located in the "grey zone", revealed the problem of accessing humanitarian aid, namely, the limitations of the organizations, providing it.

Thus, while several organizations almost compete with each other in large cities, located at a safe distance from the occupation zone, to distribute humanitarian aid (and, for example, provide more or less qualified legal aid), there are no such possibilities in small towns, large and little villages. For instance, as for Novhorodske, the aid to IDPs is given by the "Pomozhem" foundation once a month (the storage is located near the railway station of Fenolna) and is periodically distributed by the Red Cross. The conversation with IDPs revealed that the mentioned organizations have their own databases of people in need of help and they inform their care recipients about coming of the next batch (IDPs showed invitations for aid distribution, as on March 24, 2016 the foundation was distributing packages of food products).

The communication with IDPs yielded the following information: off the record most of them said that they live in the occupied territory (usually all of them are from Horlivka and Yasynuvata). They do receive financial support both from Ukraine as and, if possible, a pension or some other financial support in Russian rubles from so called "Donetsk Peoples Republic". Some respondents work in the occupied territories, thus providing more or less normal life for themselves. At the same time, residents of small and large villages in the close vicinity to the conflict zone are deprived of possibilities to receive any humanitarian aid, like it happens in Kramatorsk, because humanitarian organizations usually do not go to them. This aid is limited to the activity of two organizations – "Pomozhem" foundation and the Red Cross.

Date, place and time: 25 March 2016, Kramatorsk, 12:00-16:00

Monitors: XXXXX2, XXXXX3

During the monitoring visit to Kramatorsk there was a meeting with Roemer Lemaitre, Head of regional office of the United Nations Human Rights Monitoring Mission in Ukraine (1 Kima Str, cell 0503746691). The mentioned meeting yielded no practical results, except for the acquaintance. The Mission is more interested in the issues of violation of rights to social or legal aid rather than humanitarian aid delivering.

SURVEY RESULTS

50 internally displaced persons in the need of humanitarian aid were surveyed during the visit, namely:

Women		28	
Men		20	
Number of questionnaires with not indicated gender		2	
Age of respondents in general	19-20 y.o.	4	including men - 2; women - 2
	30-39 y.o.	11	including men - 5; women - 6
	40-49 y.o.	14	including men - 12; women - 2
	50-59 y.o.	12	including men - 7; women - 5
	60 y.o. and older	7	including men - 3; women - 4
Place of residence	Donetsk	10	
	Donetsk oblast	4	
	Dzerzhynsk	2	
	Debaltseve	1	
	Horlivka	9	
	Novhorodskoe	3	
	Yasynuvata	3	
	Avdiivka	3	
	Kramatorsk	7	
	Pisky	3	
	Chasiv Yar	1	
	Telmanovo	1	
	Kominternovo	1	
	Torez	1	
	Luhansk	1	
Family structure	a person lives alone	7	Two (2) respondents didn't indicate their family structure
	Family of 2	10	
	Family of 3	13	
	Family of 4	7	
	Family of 5	6	
	Family of 6	2	
	Family of 7	1	
	Family of 8	0	
	Family of 9	1	
	Family of 10	1	
Degree of starvation threat (on the scale of 10) to the residents of the respondent's city during the military conflict	0 points	7	Three (3) people didn't indicate any answer in the questionnaire
	1 point	7	
	2 points	5	
	3 points	3	
	4 points	4	
	5 points	5	
	6 points	1	
	7 points	2	
	8 points	4	
	9 points	1	
	10 points	8	
When was the hunger threat the most severe?	in winter of 2015	3	Among them:

	in autumn of 2015	1	25 people answered that there was the most severe threat in 2014;
	in summer of 2014	8	6 people answered that there was the most severe threat in 2015. In addition, 2 persons stated "Constantly".
	in autumn of 2014	3	1 person stated "Only during conflicts".
	in winter of 2014	2	1 person wrote "All the time from 2014 till 2015".
	in spring of 2014	1	1 person said, that this threat "Never existed".
The frequency of an urgent need of respondent's family members for humanitarian aid	Frequently	17	
	Very frequently	5	
	Sometimes	7	
	Constantly	10	
	Once a month	4	
	Twice a month	1	
	in 2014, generally	1	
	Didn't indicate any answer	4	
Do you and your family members know where you can get this aid?	Yes	39	
	No	10	
	Not always	1	
How many of such places are there in your vicinity?	0 places	1	2 persons wrote "Several"; 1 persons wrote "I don't know".
	1 place	8	
	2 places	12	
	3 places	4	
	4 places	9	
	5 places	2	
	6 places	2	
	Didn't indicate any answer	9	
Which particular organizations provided aid for you?	UNICEF	4	1 persons wrote the word "Several";
	Rinat Akhmetov's Foundation	27	1 person could state several answers
	Red Cross Organization	24	
	Pomozhem Organization	5	
	SOS-Kramatorsk	11	
	People in Need organization	5	
	Save the Children	1	
	UN	1	
	Caritas Kramatorsk	1	
	Caritas Ukraine	3	
	Didn't indicate any answer	4	
Where are these organizations from?	Ukraine	2	
	Kyiv	20	
	Kharkiv	1	
	Dzerzhynsk	3	
	Kramatorsk	12	
	Kostiantynivka	1	
	Sloviansk	1	
	Don't know	6	
	Didn't indicate any answer	7	
How do you and your family members find out about the places and time of humanitarian aid distribution?	From Internet	7	
	From volunteers	13	
	From telephone calls	6	
	From friends	10	

	From gossiping	1	
	From relatives	2	
	From neighbors	2	
	From announcement	1	
	Didn't indicate any answer	8	
How often did these organizations distribute humanitarian aid?	Once a month	21	
	Several times a month	11	
	Once a month	4	
	At their discretion	1	
	Sometimes	1	
	Once in 3 months	1	
	In a different way	2	
	Very seldom	1	
	Once in 6 months	1	
	Didn't indicate any answer	7	
How is the organization of humanitarian aid distribution performed?	According to the list	38	
	First of all, the aid is given to the disabled, elderly, women with children, pregnant women, and the rest – to all the rest of people who came.	9	
	Everybody who came, on a first-come, first-served basis.	7	
	If the IDP certificate is shown	1	
	Didn't indicate any answer	5	
Who solves the issue of delivering humanitarian aid to your settlement?	Volunteers	21	
	Humanitarian organizations	2	
	Didn't indicate any answer	27	
Do you know about any cases of attacks on the staff of humanitarian organizations, who deliver the aid to your settlement?	Yes	4	
	No	43	
	Didn't indicate any answer	3	
Do you know about any cases of persecution, intimidation or willful detention of the staff of humanitarian organizations, who deliver the aid to your settlement?	Yes	1	
	No	47	
	Didn't indicate any answer	2	
Do you know about any facts of bad treatment, physical and psychological violence, murder, beating, abduction, taking fugitives, unlawful arrest and detention of the staff of humanitarian organizations, who deliver the aid to your settlement?	Yes	1	
	No	47	
	Didn't indicate any answer	2	
Do you know about any cases of striking the objects, materials, departments or vehicles, involved in providing you with humanitarian aid?	Yes	1	
	No	46	
	Didn't indicate any answer	3	
Do you know of any cases of elimination, seizure and plundering of such objects?	No	45	
	Didn't indicate any answer	5	

Were there any cases when during the siege the residents of your settlement were not allowed to leave their place?	Yes	2	
	No	46	
	Didn't indicate any answer	2	
Were there any cases when during the siege of your settlement free transportation of food products and articles of prime necessity to the city was not allowed?	Yes	3	
	No	45	
	Didn't indicate any answer	2	
Were there any cases of attacking, eliminating, moving out or damaging of objects, required for the survival of civil population?	Yes	4	(storages of food products and medicine; agricultural enterprises, producing food products; plantings; livestock; buildings for drinking water supply and storing; irrigation buildings)
	No	41	
	Didn't indicate any answer	5	
Were there any cases in your settlement when any of the parties did not let pass parcels with medical and sanitary materials, intended for civil people, did not let pass parcels with necessary food products, personal effects and analeptics for children under 15, pregnant women and new mothers?	Yes	1	
	No	45	
	Didn't indicate any answer	4	
Do you know about any cases of refusals to agree to a humanitarian organization providing humanitarian aid, when the residents of your settlement were in danger of starvation?	Yes	1	
	No	45	
	Didn't indicate any answer	4	
Do you know about any cases of intentionally created hindrances for the humanitarian organization to deliver loads of aid to needy civil residents of your settlement?	Yes	2	
	No	43	
	Didn't indicate any answer	5	
Were there any cases of preventing civil population of your settlement from applying to the humanitarian organization?	No	46	
	Didn't indicate any answer	4	
Do you know about any cases of selling/reselling humanitarian aid?	Yes	7	
	No	40	
	Didn't indicate any answer	3	
What hindrances to the activity of providing humanitarian aid were most frequent in your settlement?	There were no hindrances	21	
	I don't know about any of such cases	1	
	There are many people, who desire to receive humanitarian aid	1	
	Didn't indicate any answer	27	

CONCLUSIONS:

While conducting interviews and surveys among IDPs It was obvious that all of them were nervous, and only the presence of volunteers and representatives of civic organizations, familiar to them, allowed conducting the mentioned activity. At the same time, the IDPs who are volunteers were eager to communicate and answer all the questions.

The following interim conclusions can be drawn based on the monitoring visit:

1. The population of large cities has the possibilities of receiving humanitarian aid. The information is disseminated well enough. The smaller and more remote the villages are, from the separation line, the more complicated humanitarian situation is.
2. There is "a problem of local residents", who are not displaced persons, but they rely on receiving aid as well. There is a vivid lack of aid for elderly people in the form of medicaments and general access to medical services.
3. As per psychologists of local organizations, due to non-regulated humanitarian aid there is a psychological problem of a "humanitarian needle", when the recipients of humanitarian aid (e.g. money, food, clothes, etc.) actually overuse it while "travelling" from one organization to another, and thus deprive other people, who really are needy, of any access to this aid. There are cases of misusing humanitarian aid via re-sale of things or food products.
4. On one hand, absence of any desire to get employed, to look for a job in other regions of the country, and on the other hand, the absence of working places at the place of residence – all together it creates the problem of overburden of constant humanitarian support to a great number of people, who are fit for work.
5. A "humanitarian tourism", when people take advantage of their rights of IDPs, come to registration places only to receive the aid and then return to the temporary occupied territories of Ukraine. It is impossible to trace what happens to the received aid.
6. Low level of coordinating work of humanitarian organizations and the Armed Forces of Ukraine, where the intermediary is the Civil-Military Cooperation of the Armed Forces of Ukraine.
7. Some respondents stated that there is no humanitarian support for people who have been recovered from the captivity via exchange. People are actually left in the street without any money or possibility to contact their relatives.

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